

Pregnancy Maintenance Initiative Client Satisfaction Survey

1. Agency Name: _____

2. Agency City: _____

3. How did you learn about these services?

Friend/Relative	Brochure from agency listed above
Pregnancy Care Provider	Church
Media (television, radio, newspaper)	Health Department
Adoption Agency	Another agency: _____
School	Other, specify: _____
Hospital	

4. Check the services that you received as a result of your participation with the Pregnancy Maintenance Initiative/Case Management.

Prenatal Medical Care	Adoption Guidance
Medical Care (non-pregnancy related)	Drug/Alcohol Assessment/Treatment
Client Infant	Domestic Abuse Protection
Housing	Child Care
Alternative Education	Parenting Education/Support
Paternal Involvement Support	Transportation

5. How long did you wait for your first visit with the PMI case manager?

less than 1 week	3 weeks
1 week	4 weeks or more
2 weeks	

6. Did you have problems getting to the services (e.g., transportation, appointments conflicted with work schedule or school, child care)?

No Yes Describe the problem: _____

7. Were the days and times for services good for you?

Yes No What days would have been better for you? _____

8. On the average, how long did you have to wait before you were seen by the case manager or other staff at this agency:?

less than 15 minutes	46 minutes - 1 hour	not applicable
15-30 minutes	1-2 hours	
31-45 minutes	more than 2 hours	